

GP 2731

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re application of Werve et al.

Serial No.: 09/032,551

Filed: February 26, 1998

For: INTERNET WEB SITE WITH AUDIO  
INTERCONNECT AND AUTOMATIC  
CALL DISTRIBUTOR

Group Art Unit: 2731

Examiner: Nguyen, S.

ASSISTANT COMMISSIONER FOR PATENTS  
Washington D.C. 20231



I hereby certify that this paper is being deposited with the United States Postal Service as Express Mail in an envelope addressed to: Assistant Commissioner for Patents, Washington, D.C. 20231, on this date.

Date 7-23-99  
Express Mail Label No. EL215071595 US

Sir:

Transmitted herewith is an amendment in the above-identified application.

(X) No additional fee is required.

Fee Calculation For Claims As Amended

	As Amended	Previously Paid For	Present Extra	Rate	Additional Fee
Total Claims	58	- 58	= 0	x \$18.00	\$ .00
Independent Claims	5	- 5	= 0	x \$78.00	\$ .00
Fee for Multiple Claims				\$260.00	\$ .00
Total Additional Fee					\$ .00
( ) Small Entity Fee (reduced by half)					\$

( ) A check in the amount of \$\_\_\_\_\_ is enclosed.

( ) Other: \_\_\_\_\_

( ) Charge \$\_\_\_\_\_ to Deposit Account No. 23-0920.

(X) The Commissioner is hereby authorized to charge any additional fees which may be required to this application under 37 C.F.R. §§1.16-1.17, or credit any overpayment, to Deposit Account No. 23-0920. Should no proper amount be enclosed herewith, as by a check being in the wrong amount, unsigned, post-dated, otherwise improper or informal or even entirely missing, the Commissioner is authorized to charge the unpaid amount to Deposit Account No. 23-0920. A duplicate copy of this sheet is enclosed.

120 South Riverside Plaza  
22nd Floor  
Chicago, Illinois 60606  
(312) 655-1500

WELSH & KATZ, LTD.

By: [Signature]  
Jon P. Christensen  
Registration No. 34,137

RECEIVED  
JUL 29 1999  
TC 2700 MAIL ROOM

97RSS444/70817

PATENT

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Applicant: Werve, et al.

Art Unit: 2731

Serial No.: 09/032,551

Filed: February 26, 1998

For: INTERNET WEB SITE WITH  
AUDIO INTERCONNECT AND  
AUTOMATIC CALL DISTRIBUTOR

Examiner: Nguyen, S.

Attorney  
Docket No.: 97RSS444/70817



I hereby certify that this paper is being deposited with the United States Postal Service as Express Mail in an envelope addressed to: Assistant Commissioner for Patents, Washington, D.C. 20231, on this date.  
Date 7-23-99 Donald W. Jones

Express Mail Label No.

FL2150715-95US

AMENDMENT A

Assistant Commissioner for Patents  
Washington, D.C. 20231

Sir:

In response to the Office Action of April 23, 1999,  
please amend the above-identified application as follows:

In the Claims:

Amend claim 1 to read as follows:

*Sub 1*  
1. A method of establishing an audio call path between an  
Internet user accessing a web site and an agent of the web site,  
*AI cont*  
such method comprising the steps of:  
proving [a] the web site with a plurality of audio access  
icons and a plurality of agent groups;

RECEIVED  
JUL 29 1999  
TC 2700 MAIL ROOM